<u>**IMPORTANT**</u>

AEPC Circular No : 137

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Dear members,

Sub: <u>**Launch of ICEGATE 2.0**</u>

Shri Vivek Johri, Chairman, Central Board of Indirect Taxes & Customs (CBIC) has launched the ICEGATE 2.0 (Indian Customs Electronic Data Interchange Gateway- ICEGATE) of the Directorate General of Systems and Data Management (DG Systems) on 16.11.2022. The DG Systems vide its Advisory dated 15.11.2022 (enclosed with this Circular for your ready reference), has also conveyed launching of ICEGATE 2.0 in phased manner w.e.f. 16.11.2022. Towards this launch, the users will be intimated about various upcoming modules in advance by way of pop up/tickers/notifications. Users will continue to use existing features of ICEGATE 1.0 and additional features under ICEGATE 2.0 till the complete rollout of the latter.

2.   ICEGATE 2.0 shall have the following features:

A.   <u>**New bilingual ICEGATE Website**</u>: ICEGATE 2.0 website is a complete bilingual website which has been designed to provide a contemporary user interface for enhanced user experience. Site map of the website will be available at https://icegate.gov.in/sitemap.

B.   <u>**Personalized Dashboard**</u>: Personalized dashboard, being provided to the registered users shall be a more convenient user interface for accessing services on the ICEGATE portal. New feature "widget" is also being provided to show important information such as Message filing status, details of tickets, refunds, and duty payments etc. in the dashboard without going for enquiries. Data available in the widgets will also be downloadable. **Registered users will be provided access to the personalized dashboard in a phased manner between 16 November 2022 and 29 December 2022 depending on the staggered roll out of ICEGATE 2.0 Phase-I at various locations.**

C.   <u>**Role-based and customized notifications:**</u> Customized notifications facility is being provided to the registered users to choose the events for which they want to receive notifications. Registered users will be provided access to the customized notifications facility in a phased manner between 16 November 2022 and 29 December 2022 depending on the staggered roll out of ICEGATE 2.0 Phase-I at various locations.

D.   <u>**"VAANI" Chatbot**</u>: **Chatbot "Vaani" is being provided to assist users 24*7 with services such as document status enquiry and locating relevant content without requiring them to connect to ICEGATE helpdesk.**

E.   **Webforms (Online/Offline filing Utility):** In addition to existing offline filing, a new online/offline filing utility is being provided. Registered users can file their documents themselves using Web forms on ICEGATE. This facility will be available to the registered users post login.

During online filing, a number of fields will be validated simultaneously to users entering values in the forms, thereby reducing errors and ensuring faster processing. Guidance notes will be available on the Webform in the Form of tool tips (in the "i" button next to the fields) for better understanding. Form can also be downloaded and completed and there after generated output file can be uploaded in the utility. Registered users will be provided access to the webforms in a phased manner between 16 November 2022 and 29 December 2022 depending on the staggered roll out of ICEGATE 2.0 Phase - I at various locations.

F.   **ICEGATE Applications:** ICEGATE applications can be accessed in the following manner:

   (i)   ICEGATE 1.0:

The user will be able to access all existing modules and features from ICEGATE 1.0, as is being done presently. **From 16 November 2022, the new link for ICEGATE 1.0 website will be at https://old.icegate.gov.in** The aforementioned link will also be provided on ICEGATE 2.0 website. **Those users who will be not able to access ICEGATE 2.0 (due to their filing location not being made live on ICEGATE 2.0) will be able to access ICEGATE through ICEGATE 1.0 application.**

   (ii)   ICEGATE 2.0:

The user will be able to access the existing features as well as additional new features from ICEGATE 2.0. **Post staggered location-based Go Live on 16 November 2022, ICEGATE 2.0 can be accessed at https://icegate.gov.in. User manuals pertaining to the new functionalities of ICEGATE 2.0 will be available at https://icegate.gov.in/user-manual.**

G.   **For any further queries or help, members may contact ICEGATE Helpdesk Team at icegatehelpdesk@icegate.gov.in or 1800-3010-1000.**

3.   AEPC's Circulars are available on AEPC's Website www.aepcindia.com

4.   This is for your information please.

With regards.

Yours sincerely,

Dr. L. B. Singhal
Secretary General